

## FMS Issue Type Tracking - August 2003

This metric / report will give us a snap shot of the most request type of help, and help designate any training or communication needs.

Request Type	Total
Caller Reached The Wrong Office	5
Can't Access FMS	0
Can't Open Lender's Payment Notice	0
Change Request/Enhancement	8
Complex Requests	0
Created/Revised FMS User ID	13
End Dated FMS User ID	3
Feeder File Issue	1
FMS General	12
FSA/Dept. of ED Help Call	0
Question/Query	3
System Access Issue	5
System ID's Issue	5
User Support/Functional Issue	69
User Support/Technical Issue	6
VDC Outages	0
<b>TOTAL</b>	<b>130</b>

Request Type Legend		
Request Type		Definition
Caller Reached The Wrong Office		Caller reached the incorrect help desk number.
Can't Access FMS		application.
Can't Open Lender's Payment Notice		User is unable to open the Lender's Payment notice.
Change Req. / Enhance		Any issue related to FMS Change Requests.
Complex Requests		Issues that are very technical in manner and cannot be resolved immediately, and need extensive research.
Feeder File Issue		Issues related to any file transfer with any FSA Program that feeds into FMS.
FMS General		Issues related to common technical problems or functional issues.
FSA / Dept. of ED Help Call		Any calls that are routed into the FMS Help Desk line that are not related to FMS, but related to the Dept. of ED.
Question / Query		Issues that are questions only, or inquiries about FMS.

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System Access Issue		Issues related to user access to FMS.
System ID's Issue		Issues related to an FMS User ID or Password.
User Support / Funct. Issues		Issues related to functional navigation, processing, reporting, and procedures.
User Support/Technical Issue		Issues related to connectivity, firewalls, JInitiator downloads, etc.
VDC Outages		Issues related a FMS outage at the VDC.

Priority Type Legend	
Priority	Definition
High	Any issue that is stopping FMS business or in position to stop FMS business without attention by the Help Desk.
Medium	Any issue that may be critical to business if not resolved, but there is a work around to process transactions and do FMS business.
Low	Any issue that is non critical but needs attention, dose not involve FMS processing ability.